

Minimum Requirements

2GB Available RAM (100 concurrent technicians)
20GB Hard Disk (per year, 1-5k requests month)
Java 5 or later (6 recommended)

Deployment Platforms

Windows Server 2000, 2003, 2008
RedHat Enterprise 2, 3, 4, 5
Fedora 4, 5, 6
SUSE Linux 9, 10, 11
Ubuntu 6, 7, 8, 9
Solaris (x86,SPARC) 8, 9, 10
Mac OS X Server 10.3 or above
FreeBSD 4.8 or above
NetWare 6.5 or above
HP-UX 10 or above
AIX 5.3 or above
i5/OS v5r2 or above



Virtualization (64bit only)

VMware Player 1,2
VMware Workstation 5 or above
VMware Fusion 1, 2
VMware Server 1, 2
VMware ESX Server 3, 3i, 4
Citrix XenServer 5.0
Sun Virtual Box 2.2 or above
Microsoft HyperV



Application Servers

JBOSS 3.0 and above
Apache Tomcat 5.0 or above
BEA WebLogic 8.x or above
IBM WebSphere 4.0.4 or above
Sun Java System Application Server 7, 8
Oracle AS 10.1.3 or above
ATG Dynamo
Pramati 3.5 or above
JOnAS 4.1 or above
Geronimo 1.0 or above

Web servers

Sun ONEWeb Server 6.0 SP2
Apache 1.3.9 or above
Internet Information Server 5.0 or above

Databases

Oracle 9.2.0.5, 10g
DB2 8.x, 9.x
DB2 i5/OS v5r2
SQL Server 7, 2000, 2005, 2008
MySQL 4.1, 5.x
Informix DS 9.2 and later
Ingres r3
PostgreSQL 8.x
Sybase ASE 11, 12.x
Sybase ASA 8.0 and later



Browsers

Netscape Navigator 7.x, 8.x
Internet Explorer 6.0, 7.0, 8.0
Opera 8.0, 9.0
Safari 2.x, 3.x
OmniWeb 5.x
Camino 1.5 or later
AOL 7.0 or later
MSN 7.0 or later
Firefox 2.0 or later
Konqueror 3.4 or later
Google Chrome 1.0



Languages

English
French
German
Spanish
Chinese (simplified)
Norwegian
Polish
Romanian

LiveTime Sales

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ITIL Service Management On Demand. On Premise.

- R** Request
- I** Incident
- P** Problem
- C** Change
- C** Configuration
- K** Knowledge

Service Level
Service Catalog
Service Portfolio



Service Manager

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ITIL v3 and Web 2.0 Integrated Service Management

LiveTime Service Manager equips organizations, big or small, to reduce their mean time to repair (MTTR) and continually improve the service management environment by automating the service desk function. Applying industry acknowledged best practices, LiveTime's fully integrated service management tool allows customers to solve, submit, track and manage requests via email, PDA or the customer portal.

A complete ITIL v3 certified service management tool, supporting 9 core processes out-of-the-box, built around the configuration management system with embedded CMDB and Knowledge Base, LiveTime facilitates high visibility and accessibility between all processes. Promoting a customer focused environment, service and support issues are managed according to service level requirements, using fully configurable workflows across Request Fulfillment, Incident, Problem and Change Management.

LiveTime empowers customers and support technicians by proactively proposing solutions and workarounds stored in the Knowledge Base, which reduces task load and maximizes staff efficiency as they focus on the organization's core business. Customizable surveys, reports and views provide meaningful metrics and in-depth analysis of the service provided by the service and support organization.

Scalable

LiveTime Service Manager supports thousands of concurrent users with millisecond response times. Using any browser to access the system, installation and configuration is the same regardless of organization size.

Cost Effective

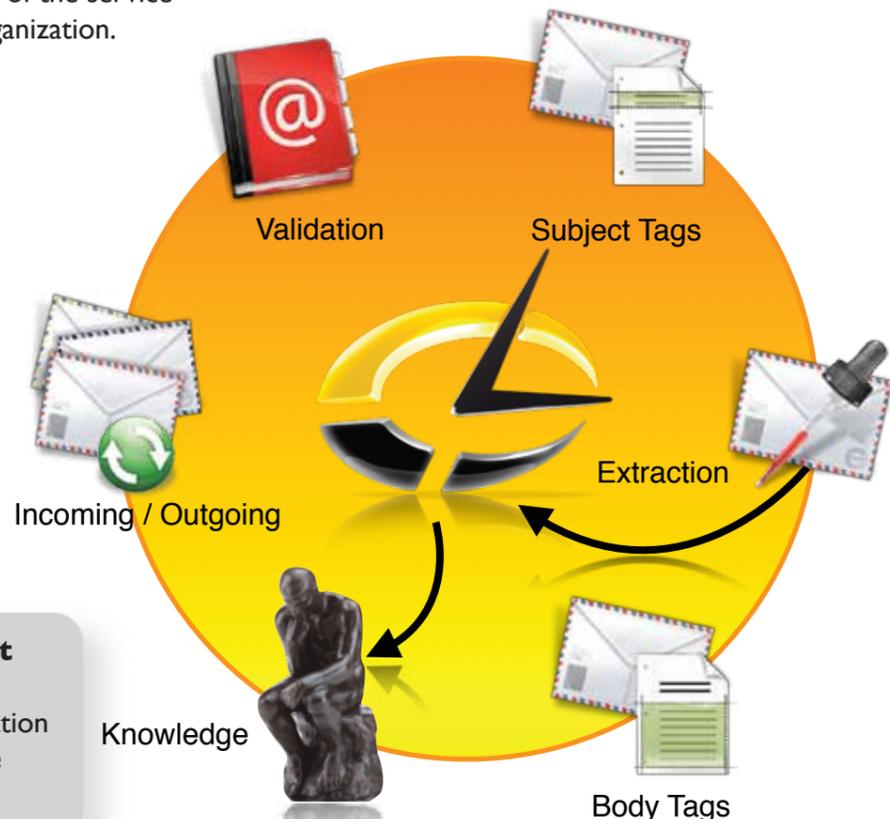
Pay for software, not toolkits, using software designed to be customized at the application level. Onsite LiveTime consulting focuses on adding business value by process mapping and training, not software programming.

Instant Upgrades

Minimize downtime with single click upgrades when moving to the latest release. With zero upgrade consulting fees, businesses can invest in service improvement, not software consultants.

On the road, in the office or at home

LiveTime's modern Web 2.0 interface allows users to access the system via any web browser or mobile device without plugins, ensuring customers get support when and where they need it.



Closed-Loop Email Management
LiveTime Service Manager completely brokers all transactions from initial creation through to closure as well as all Change Management approvals.

Change Management

LiveTime Service Manager ensures all changes to the CMDB are controlled and managed in accordance to an organization's documented change management procedure. Change requests are accepted by the change manager and assigned a priority that determines the lifecycle applied to the RFC.

LiveTime Service Manager offers granular control over the business logic applied during the change process. The fully customizable life cycles include the assignment of relevant technical staff at each stage of the lifecycle, which provides easily identified points of contact.

At the final stage of implementing a change, LiveTime's tight integration with the CMDB ensures configuration management is involved when updating Configuration Item (CI) information.

LiveTime provides instant access to all scheduled events with its built-in calendaring system which provides the due dates of requests and forward schedule of changes (FSC) for all change requests. In addition, it displays the resource schedules of technicians.

Highlights

Federated CMDB

Organizations can build a complete picture of the IT infrastructure that underpins their business services, as details from multiple data sources can be entered into LiveTime's Asset Management Integration Engine (AMIE), allowing Item details to be populated from disparate sources - from asset monitoring tools to asset discovery applications.

Service Portfolio Management

Calculate and recover costs for planned and live services by forecasting a service's use across a range of Service Level Agreements.

Knowledge Management Approvals

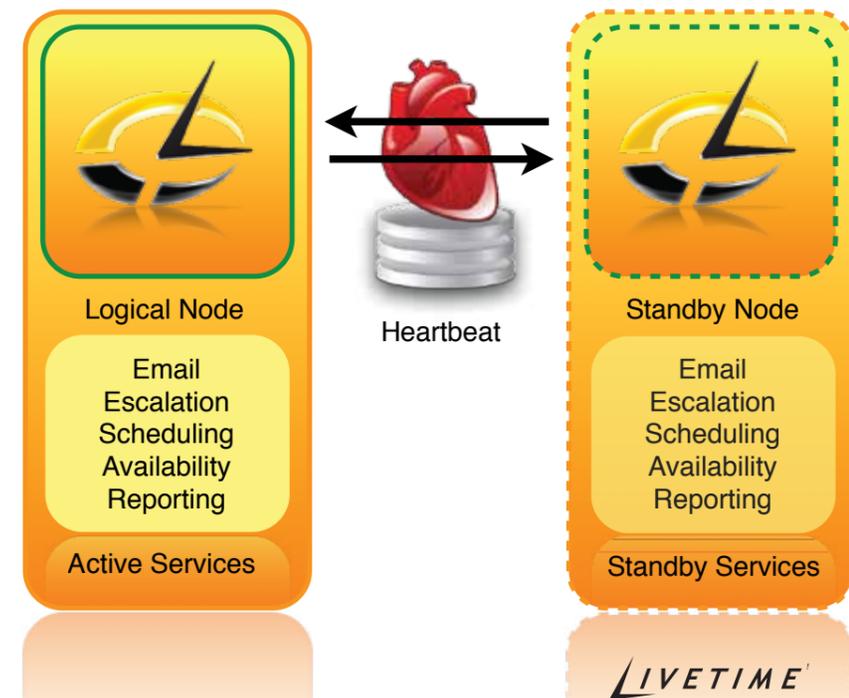
Ensure information published within the Knowledge Base is relevant, accurate and appropriate, with auto-created requests for approval when new or revised content is moved to a "Pending Publication" state.

Extensive Web Services API

LiveTime's Web Services API provides integration access between systems for customer, request and item creation and updates.

Live Feeds

Keep your customers informed by sending customer request updates via SMS or allowing them to subscribe to RSS feeds for updates regarding request creation, status changes and added notes.



High Availability
LiveTime supports full clustering with multiple nodes (Active – Active Cluster) as well as hot spares (Active – Passive Failover).

Knowledge Management

The key function of any service desk is to not only reduce call volume and mean time to repair, but also capture the intellectual capital of the organization so that information can be recycled. This ensures rapid resolution for customers, reduces costs and ultimately improves efficiency. A comprehensive knowledge ecosystem also leads to a decrease in the cost of technician training, improved job satisfaction, and lower staff turnover.

LiveTime Knowledge Management allows any organization to harness the intellectual capital of its employees, and further reduce dependence on key staff over time. By building a comprehensive knowledge infrastructure, solutions to customer issues can be automatic and timely, thus freeing technicians for more challenging tasks and improving customer satisfaction.

Traditional service desk software relies solely on attribute based searching of the underlying database for matching and correlating responses from previous requests. LiveTime takes an entirely different approach, leveraging a modern search engine to correlate responses from the knowledge base against every incoming request.

Every request, its corresponding notes and attachments (including Word doc and docx, RTF, PDF, Powerpoint ppt and pptx, Excel xls and xlsx, Visio, Text, HTML and even Log files) are included in the search index. In addition, the search syntax includes fuzzy logic and Google style term selection, so you can refer to specific attributes within the search criteria using the "attribute:" syntax.

Localization

LiveTime natively supports 8 languages, including English, Chinese, Spanish, French, German, Norwegian, Romanian and Polish. The inherent flexibility of LiveTime's internationalized framework means that it is very easy to customize the application and add new translations as required. While most applications require you to define a default language, LiveTime is able to automatically deliver the appropriate interface to each user based upon the locale of the computer accessing the application. This allows one central LiveTime instance to service your organization globally in the user's native language.

Process Visibility

Support technicians using LiveTime gain immediate access to all information that relates to a request, whether a Service Request, Incident, Problem or Change. This includes an audit trail of all actions, resources used and notes, a complete client history and configuration item information directly from LiveTime's integrated CMDB. Knowledge base articles can be created directly from solutions and accessed at any time to help resolve support issues quickly and consistently. Problems and change requests (RFCs) can also be generated from the Service Desk, which allows the Incident team to communicate effortlessly with other service management teams.



Service Levels

Organizations can use LiveTime's Service Level Agreements (SLAs) supported by Operational Level Agreements (OLAs) and Underpinning Contracts (UCs) to guarantee the quality of service delivered to the business. Using SLA-compliance reporting, Managers can define and track availability and performance objectives that reflect business requirements

Integration

LiveTime is pre-integrated with most Enterprise infrastructure and seamlessly integrates into any large environment. With rich web services, LiveTime can also be easily extended using any language from PHP and Perl through to .NET and JAVA.

Asset Management and Discovery

The LiveTime Asset Management Integration Engine (AMIE) enables enterprises to quickly and easily synchronize with third party asset management systems. Using XML descriptor files embedded within the LiveTime application, AMIE is able to connect to the foreign host and transfer any type of Asset Management data into LiveTime's Configuration Management Database (CMDB).

AMIE provides default integrations to most major asset management systems, and provides a simple mechanism to create your own in a matter of hours using simple XML descriptor files.

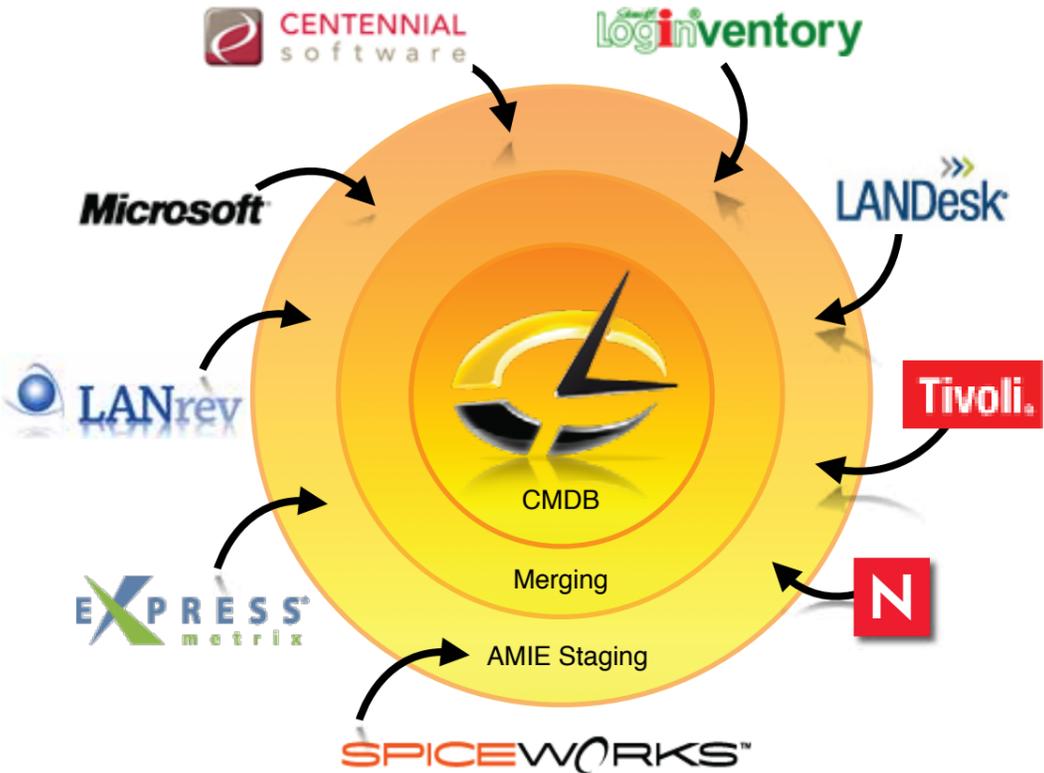
Authentication and SSO

Using the Authentication gateway, LiveTime can integrate with any LDAP or Active Directory Server. Supporting Anonymous, SASL and SSL authentication and individual mappings, it is possible to control every aspect of user login and security.

This gateway makes it possible to use mixed login techniques for different users or groups, and connects with any 3rd party server to validate user access. LiveTime seamlessly supports all major directory servers including:

- Open LDAP
- Open Directory
- Active Directory
- Netscape Directory Server
- Java Directory Server
- eDirectory

In addition, LiveTime also provides integration points into single sign on (SSO) or identity management environments. This allows authenticated users to bypass the login page and land directly in the request queue.



Deployment Options

LiveTime can be deployed in many different ways depending upon your needs. As a native Web 2.0 application it can be offered in many different Software as a Service, Cloud models. This includes a fully hosted on-demand solution and many on-premise solutions from the hardware appliance through to a virtual appliance and software.

On-Premise

In the Hybrid SaaS, private cloud model, LiveTime provides various choices, from a full installation, through to a plug and play hardware appliance. These solutions allow more seamless integration and scalability within your environment.

This model is suited to larger enterprises, with a large number of technicians (>50) and end users, typically with multiple points of integration that require sub-second response times.

Whether it is On-Demand or On-Premise, LiveTime's solutions reflect the cohesive design of all core ITIL processes. Each approach combines different levels of security, performance and scalability which when designed and implemented correctly can provide a highly successful Service Management system for any size organization.

On-Demand

Recognizing that organizations need to not only get up and running quickly (which can be handled easily in the On-Premise model as well) but also need to eliminate hardware costs, the On-Demand, or hosted SaaS solution is perfectly suited to organizations with limited infrastructure and integration needs.

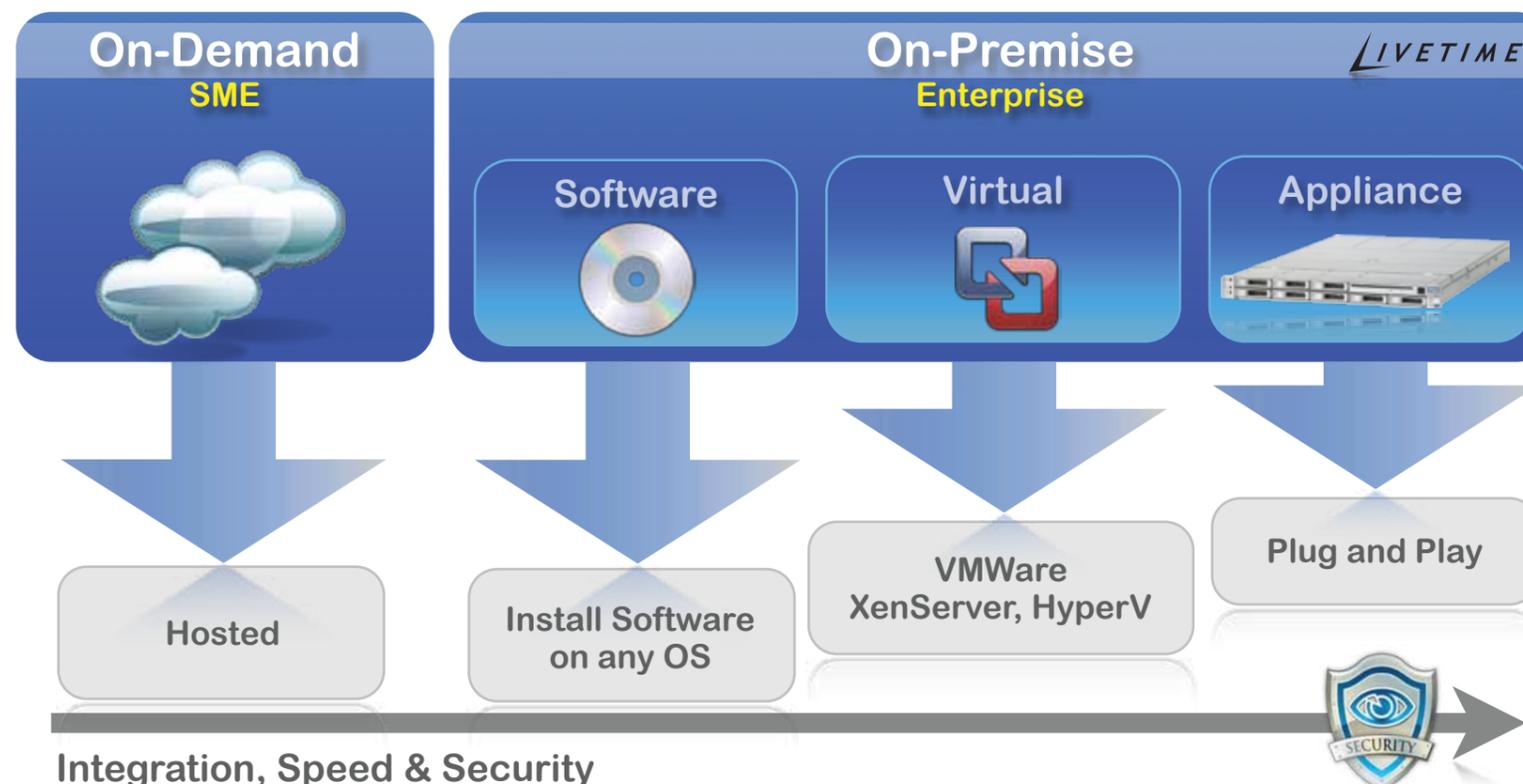
Storage

LiveTime's pluggable storage architecture supports all major databases so you can choose a database you already own or one you prefer. This gives you the ability to move to other storage engines in the future as technology or needs change,

Virtual Appliance

LiveTime is available as a virtual appliance, significantly reducing the time and effort installing and maintaining your system. The appliance currently supports VMware, XenServer and the Open Virtualization Format (OVF). The configuration menu provides access to the key functions of the LiveTime operating system as well as utilization statistics. Traditional installation times have moved from hours to minutes.

LiveTime's Virtual appliance operates in 64 bits and effortlessly scales to meet the needs of any customer. As a standalone platform, the LiveTime Virtual appliance also includes an auto update facility so that you can automatically keep up to date with the latest release. Simply choose the update option and LiveTime will automatically download and install the latest release direct from the console.



One of the key advantages of the virtual appliance is that LiveTime takes care of the core infrastructure for you so you can be sure it has been secured and optimized for service delivery. The virtual machine is based around LiveTime's own JeOS (Just Enough Operating System), a Linux distribution that has been specifically tuned for LiveTime performance.

Managed Service Providers

LiveTime's lightweight and scalable architecture has been specifically designed for Managed Service Providers (MSP). New instances can be deployed instantly using a standard virtual machine console. Tenancy and isolation is handled at the appliance level with no data co-mingling. Each appliance can operate in as little as 512Mb of RAM and can scale accordingly. LiveTime also offers other multi-tenant approaches for SaaS providers using other architectures.

Hardware Appliance

The LiveTime Appliance leverages the power of LiveTime's Service Management software with leading Enterprise Operating Systems and Hardware to provide a complete plug and play solution. Designed for organizations who want a highly tuned, pre-configured, hardened service and support solution with virtually no maintenance. The LiveTime Appliance can be deployed within minutes.

Plug and Play

No need to spend weeks installing and configuring the solution. Everything has been installed and optimized for you. Simply plug the appliance into the network, configure your hostname and address and login.

Secure

The system has been designed from the ground up to be totally secure. Based on Solaris 10 from Sun Microsystems, the operating system has been completely hardened with only the minimum core services required by LiveTime. The only ports that need to be exposed through your firewall are HTTP (port 80) and / or SSL (port 443).

Fault Tolerant

The LiveTime Appliance incorporates fault tolerance for all core services so you can easily diagnose problems wherever they appear. Automatic restart and error recovery systems gracefully bring the system up and down as network faults are detected and resolved.

Zero Maintenance

LiveTime's unique web based administration gives you control over every aspect of your service delivery. With automated maintenance facilities built-in, there is no need to login to the operating system. Automated tasks take care of every aspect for you, leaving you free to attend to more critical issues.

High Performance

The LiveTime Appliance has been highly tuned for maximum performance and uptime. Specifically designed for high volume concurrent transactions, it provides unparalleled performance. The result is a support service that is always available to your customers. As your needs grow you can cluster the machines for even more failover and performance.